



**MARICOPA COUNTY
EQUIPMENT SERVICES DEPARTMENT**

3325 W. Durango
Phoenix, AZ. 85009
(602) 506-8692

Mission

The mission of Equipment Services is to provide planning, maintenance and fuel for the vehicles and equipment of Maricopa County departments to enable them to fulfill their mission.

Visions

To be recognized as a leader in providing professional, efficient, cost effective fleet services.

Values Statement

Share information and empower others for the overall good of the County

Trust and encourage others.

Exercise collaborative decision-making.

Willing to be a guardian of the public's trust.

Act timely to obtain results.

Relentless dedication to providing total customer service.

Dare to take prudent risks to promote continuous service.

Set examples of leadership daily.

Honor public service with integrity beyond reproach.

Inspire yourself and others to achieve the common vision.

Praise and recognize others and yourself for positive achievements.

EQUIPMENT SERVICES SERVICES PERFORMANCE DOCUMENT

1. SCOPE OF WORK

1.1 Title of Program

The Equipment Services Department (ESD) provides vehicle and equipment acquisition, maintenance, repair, and disposal for Maricopa County Departments.

1.2 Purpose

The purpose of this service performance document is to provide information for the Equipment Services' customer departments regarding: **BASIC SERVICES** of normal maintenance, repair, acquisition, disposal and accident coordination and **ADDITIONAL SERVICES** such as modifications, maintenance of non-fleet items, fleet special services and support, and damage/abuse repair.

1.3 Implementation

ESD will provide fleet maintenance and repair of vehicles and equipment as required by customer departments and in accordance with BOS approved budgets.

Maintenance and repair will include parts, as defined in Section 3.10 necessary to maintain or repair the equipment.

1.4 Service Maintenance

Shall include but shall not be limited to:

- A.** Preventative Maintenance of fleet and non-fleet vehicles & equipment.
- B.** Repair of fleet and non-fleet vehicles and equipment components.
- C.** Repair of non-vehicular equipment, which does not have a Maricopa County vehicle/equipment number.
- D.** Acquisition and disposal of vehicle and equipment units.
- E.** Monitoring, repairing, and testing of fuel dispensing and fuel storage systems at County owned fuel locations.
- G.** Coordination of functions associated with fleet accident repairs.

1.5 Research and Evaluation

ESD will research and evaluate customer requirements for purchasing vehicles and equipment.

2. TERMS

2.1 Payments

Customer departments will be charged for the expenses of **Basic** and **Additional** services of the fleet and non-fleet units under BOS approved Internal Service Fund (ISF) billing structures.

2.2 Auditing Requirement

ESD shall maintain and make available for inspection, audit and/or reproduction by any authorized representative of the customer departments; reports, documents, and other information pertinent to the performance, costs, and expenses incurred.

3. DEFINITIONS

3.1 Fleet Administrator

The customer departments' designee that shall act as the point of contact between ESD and the customer department.

3.2 Fleet Unit

A fleet unit is a generic term for any type of County vehicle, boat, or equipment item. This term includes the components that are attached to the vehicle, boat, or equipment item. All fleet units have a unique Maricopa County number assigned by ESD.

3.3 Non-Inventory Fleet Unit

Gasoline and diesel powered tools and light equipment that are not a part of the ESD vehicle inventory but are tools of your department and require mechanical maintenance and repairs. Examples: push lawn mowers, concrete saws, chain saws, weed eaters, and generators and welders that are not trailer mounted. Any work performed to these types of equipment or tools will be charged back to your department low-org.

3.4 Non-Fleet Vehicles, RICO and JEF Funded

Light and medium duty County Attorney and Sheriff's Department vehicles that are not part of the County fleet. These vehicles will be assigned a unique Maricopa County number for tracking of charges and history.

3.5 Acquisition

The purchase of fleet units, except the non-inventory fleet units.

3.6 Disposal

The re-distribution, destruction, or sale of out-of-service fleet units.

3.7 Installation

The set-up and positioning of new or refurbished equipment and/or components.

3.8 Modification

An alteration, addition, adjustment, or removal of part of a fleet unit's original physical structure without affecting its' safe and legal operation.

3.9 Maintenance

The repair (either in-house or outsourced), refurbishing or upkeep of a fleet unit for the purpose of sustaining its' proper functioning state.

Maintenance is divided into **scheduled** and **unscheduled**:

- A. **Scheduled Maintenance** is planned service and repair between the customer department and ESD. Examples: Preventive maintenance, performing a vehicle modification, repainting a vehicle, and emissions testing.
- B. **Unscheduled Maintenance** is the result of a vehicle breakdown or the sudden unexpected failure of a vehicle part, which makes operating the unit unsafe. Examples: light failure, flat tire, and dead battery.

3.10 Comeback

A term used to identify the return of a fleet unit within thirty days after an initial repair/service for a repeat repair/service of the exact same problem. Either faulty workmanship or a defective vehicle part or both can cause a comeback. **For a comeback repair, all labor and parts replacement will be performed at no cost to the customer.**

3.11 "Quick Fix" Maintenance

A request from a fleet unit operator for a hasty and superficial repair of a unit that is not safety related. The request is made in order to return a fleet unit to immediate service and the unit operator does not want to take time to diagnose and repair the true cause of a maintenance problem. A return of a fleet unit, after a "quick fix", for the completion of the repair is not considered a comeback.

Examples of "Quick Fix:"

- A. Tack welding an exhaust pipe hanger to keep the exhaust system functionally sound until the unit can be returned for a complete repair.
- B. Installing a new battery, when a vehicle will not start, when a defective alternator is the source of the electrical problem.

3.12 Fleet Work Warranty

The Equipment Services Department will warranty the quality of its **workmanship** on a fleet unit for thirty days or its normal service interval whichever comes first.

For **New Vehicle Parts** the warranty is twelve months, or manufacturer's warranty period, or its normal annual service interval, whichever comes first.

For **Rebuilt Parts**, the warranty for parts and labor is thirty days.

For **Used Parts**, which are only used under unusual circumstances, there is no warranty for labor or parts.

The occupational use of certain fleet units changes the warranty for brake system repairs and replacement. As a general rule, police patrol sedans, sign/barricade trucks, refuse and emergency vehicles are subject to regular severe brake use. These parts cannot be warranted unless faulty fleet workmanship is determined to be the cause of a breakdown.

All warranties are void if fleet unit operator abuse/damage is determined to be the primary cause of the breakdown.

3.13 Parts

Vehicular and equipment items and pieces used during the repair and servicing of fleet units.

3.14 Quality Assurance

Those actions taken by the customer department's fleet administrator to review the performance of the provided services to determine that they meet the customers requirements.

3.15 Quality Control

Those actions taken by ESD to control the performance of services.

3.17 Damage

Any repair necessitated by accident, abuse or anything other than normal wear and tear.

A. Accident Damage - Any preventable or non-preventable damage to a fleet unit caused by the vehicle/equipment operator or another person. The operational requirement of specific departments will be taken into consideration when determining the type of damage, which occurs to fleet units because of accidents. This damage could also be vandalism or natural disaster.

B. Abuse Damage - Any repair to a fleet unit caused by the neglect of the vehicle/equipment by the operator or other persons.

3.18 Other Services

Other services performed by ESD, which are not considered normal maintenance and repair functions. Examples of such service include the repair and servicing of county vehicles and equipment which do **not** have a unique Maricopa County fleet unit number assigned. These are listed under the additional service section, 7.2.

3.19 Rentals

These are fleet units that are rented/leased on an as-needed basis by your department. These fleet units are arranged for and paid for by your department and are not part of the regular fleet maintenance and repair effort. ESD may perform repairs and preventive maintenance service on rental equipment (if specified in the Rental Contract) as an Additional Service.

3.20 Emergency Situations

An emergency situation is any incident, either man made or natural disaster, where a qualified representative is required at the scene because:

- A. The safety and/or life of a person is in danger.
- B. Property and/or the environment could be damaged, lost, or destroyed.
- C. The repair, monitoring, or use of a fleet unit, generator, compressor, or fuel system is **essential** to the preservation of human life and/or property.

The senior county representative or designee at an incident scene shall declare an emergency situation.

4. SERVICE REQUIREMENTS

4.1 Emergency Situations

ESD shall provide 24 hour, 7 day a week service during county wide emergency situations. These situations can be either man-made or the result of a natural disaster.

4.2 Non-Emergency Situations

ESD shall provide service for non-emergency situations involving fleet units. Hours of operation vary with each fleet service center location. The normal working hours of the ESD service sites are listed below:

- A. **Durango** - Monday - Friday, 5:30 a.m. - 4:30 p.m. @ (602) 506-4678
- B. **Downtown** - Monday - Friday, 7:00 a.m. - 5:00 p.m.

Pool cars @ (602) 506-3230
Shop - 8:30 a.m. to 5:00 p.m. @ (602) 506-2909

- C. **Mesa** - Monday - Friday, 6:00 a.m. - 5:00 p.m. @ (602) 506-4794
- D. **Dysart** - Monday - Friday, 7:00 a.m. - 3:30 p.m. @ (623) 583-1836
- E. **Buckeye** - Monday - Friday, 6:00 a.m. - 2:30 p.m. @ (623) 326-7461
- F. **All Locations** - Emergency Repair/Tire Service call out provided 24 hours, 7 days per week. Call (602) 506-4678
- G. **Field Lube Service** - Monday - Friday, 6:00 a.m. - 3:30 p.m.
- H. **Field Repair Service** - Heavy and off-road equipment, Monday - Friday, 6:00 a.m. - 3:30 p.m.

4.3 Operational Readiness

ESD will maintain the operational readiness of the emergency and/or service essential fleet units of the customer departments.

4.4 Emergency Response

ESD shall arrive at the scene of an emergency situation within one (1) hour of receiving the first call for assistance from MCSO or a Park Ranger. Other county departments involved in emergency situations will have ESD representatives at the scene within two (2) hours after receiving the first call for assistance.

4.5 Scheduled Preventive Maintenance

ESD shall perform regular scheduled preventive maintenance (PM) on all fleet units. The Customer will be responsible for getting the fleet unit to the service facility for the scheduled PM inspection. Preventive maintenance must include the following PM services at intervals outlined in Appendix B. (sample below of PM's for cars, 1 ton and smaller trucks and light equipment, heavy trucks and equipment entail additional work)

- 4.61 P M INSPECTION "A"** – Oil and filter change, lubrication, inspection of horn/buzzers, glass, cab interior, steps, instruments/accessories, steering play, wipers/washer, clutch adjustment, shift indicator, shifting, safety equipment, air conditioning temperature, tire condition, inflation, alignment, wheels, hubs, lug nuts, studs, hinge pins, radiator, hoses, engine and transmission mounts, steering components, hoses, leaks, suspension, springs, hangers, shocks, transmission/transfer case fluids/leaks, drive line alignment, rear differential fluid/leaks, brake lines/leaks, and wheel cylinders. Adjust brakes, pull calipers, rotors and/or drums, check exhaust systems, check hanging wires, hoses & cables; clean battery, cable ends, check fluid levels, load test battery, check hold

downs, battery box, cables; check radiator, coolant, pressure test system, drain & fill cooling system (if indicated), check belts for tightness, fan clutch, condition, alignment and pulleys, check hoses, heater, radiator, coolant, check alternator, water pump, power steering, brackets, fuel lines, fuel pump, injectors/carburetor linkage/leaks, replace diesel fuel filter, check brake fluid/leaks, check air filter(replace if necessary), air pump, hoses PVC valve; check body condition, accessories, fuel tank, tool boxes, latches controls, decals, numbers, condition and for body damage.

4.62 **P M INSPECTION "B"** - Same as "A" plus drain and fill automatic transmission, change filter, replace gasoline fuel filter, and pack wheel bearings, change wheel seals and oil plugs.

4.63 **P M INSPECTION "C"** - Same as "B" plus engine tune-up for gas engine.

Method of Control: ESD will provide a monthly listing of all vehicles in the customers department, to the fleet administrator, that are due or past due for preventive maintenance inspection.

4.7 **EMISSIONS INSPECTION** will be conducted per revised statutes.

Method of Control: ESD will provide a monthly listing of all vehicles in the customers department that are due or past due for emissions inspection.

4.8 **Dispute Settlements**

All equipment and/or components will be maintained to a level of performance equal to that in the published specifications for the equipment when originally purchased. In case of disagreement over quality of maintenance, the customer has the right to have the equipment and/or component in question tested by an unbiased third party (qualified fleet maintenance testing agency) as mutually agreed upon by the customer and ESD. ESD will pay for this third party testing if ESD is found to be at fault. The customer will pay for the third party testing if ESD is found not to be at fault. ESD will bear the cost of the third party testing if an document as to cause cannot be determined. All repairs shall be of a quality to restore the equipment and/or components to a full, safe operating condition.

4.9 **Towing and Wrecker Service**

ESD will arrange prompt towing and wrecker service for the customer in regard to normal operational conditions. Exceptions may be abnormal terrain and weather where specialized equipment is required.

Method of Control: A wrecker will be dispatched within 30 minutes after receiving a call from the customer.

4.10 Non-Inventory Fleet Equipment

ESD will repair and maintain all non-inventory fleet equipment (chain saws, weed eaters, lawn mowers, RICO and JEF funded vehicles and equipment) for the customer. These additional repairs and service will be performed on a charge-back basis, usually to your departmental low-org.

Method of Control: ESD personnel will provide an estimate of needed repairs on this equipment. ESD will recommend replacement if the cost of repair is greater than 50% of the cost of a new item. The fleet administrator will make the final determination.

4.11 Mobile Repairs

ESD will maintain a mobile vehicle repair service with units equipped to provide service at stations or locations as required by the customer.

Method of Control: The Equipment Services Department has vehicles equipped to provide field repair, tire, and preventive maintenance service at any station or location.

4.13 Acquisition of Fleet Units

ESD will be responsible for the acquisition of all fleet units. The only exception will be non-inventory fleet units. Acquisition costs will be billed at fiscal year end for all fleet units acquired during that fiscal year.

Method of Control: Equipment Services Department has a staff that is prepared to provide for the acquisition activities. This staff is responsible for communicating this information to the customer at periodic intervals. The customer will coordinate replacement and additional vehicle acquisition with ESD in accordance with replacement policies.

4.14 Disposal of Fleet Units

ESD will be responsible for the disposal of all fleet and non-fleet units as required by State law.

Method of Control: Equipment Services Department has a contract with Sierra Auctions to conduct auctions of surplus county fleet units, non-fleet units, and other county property. Reports are available showing auction results and revenues in accordance with current county policy.

4.15 Fleet Unit Accidents

ESD will be responsible for coordinating with Risk Management and contract vendors every known fleet unit accident.

Method of Control: Every known accident will have a repair report completed. The fleet unit file will be available to ascertain the physical and mechanical condition of the Fleet unit prior to the accident.

4.16 Fleet Unit Damage/Abuse

ESD will report those known cases of fleet unit abuse/damage to the fleet administrator of the customer department. ESD will be responsible for record keeping on file abuse/damage cases and the final outcome of the repairs. ESD will charge-back the customer all abuse/damage repairs as direct costs.

4.17 Technology

ESD will remain technologically current and updated. ESD will remain abreast of any new innovation, application, technique, equipment, etc.

Method of Control: ESD has an on-going in-house technical training program. Mechanics will attend factory service schools, as training funds are available.

ESD will always advise the customer of special training needs for their fleet units.

Special Note: The customer will be responsible for providing the training needs of their fleet operators and will be advised of specific training needs or concerns by ESD.

5. ESD FLEET SERVICE FACILITIES

5.1 ESD will provide all necessary test and service equipment, qualified mechanics, and support personnel to maintain all fleet units.

5.2 ESD will provide secure, safe, and clean service facilities for all fleet units, located at their facilities, that are awaiting service or maintenance.

Exception: ESD cannot provide this assurance for service facilities located in multi-purpose service yards.

5.3 ESD employees will provide a courteous, professional, and assisting image to the employees of the customer departments regarding any and all services and support activities. The customer will also provide ESD employees with the same professional and courteous attitude.

5.4 ESD will employ qualified fleet mechanics and support personnel who are skilled in the performance of fleet maintenance and related support activities. Only qualified mechanics and support personnel shall be allowed to perform the maintenance or related support activities of fleet units.

5.5 ESD will maintain in its service facilities a complete part inventory and/or ready access to a part inventory that is essential to service and maintain the customer fleet units.

Exception: Fleet units for which there are no local service or parts suppliers.

5.6 ESD will have available adequate supplies of fuel for the customer's Fleet units.

6. BASIC AND ADDITIONAL SERVICES DEFINITION

6.1 Basic Services

The following are the Basic Services provided by ESD for the customer. They are the minimum services required for proper maintenance of the fleet units.

- 6.1.1** Routine maintenance and repair, including preventive maintenance.
- 6.1.2** Field service of routine maintenance, repairs and tires.
- 6.1.3** Provision of parts for routine maintenance and repair.
- 6.1.4** Emission inspections.
- 6.1.5** Provision of fuel, fluids, and maintenance of ESD fuel sites.
- 6.1.6** Proper licensing of all fleet units.
- 6.1.7** Coordination of accident repairs with the customer, Risk Management, and contracted accident repair vendors. It is the responsibility of the customer to provide Risk Management with the necessary accident report and information.

6.2 Additional Services

The following are Additional Services that may be provided by ESD. These are over and above the Basic Services and are charged back to the customer on a direct basis for each occurrence. **The budget for these items will be located in the customers' departmental budget.**

- 6.2.1** Modification of fleet/non-fleet units at the request of the customer. Modifications are outside the normal maintenance or safety requirements of the fleet units. Furthermore, any modification must not violate Federal Motor Vehicle Safety Standards.
- 6.2.2** The routine repair and maintenance of all non-ESD County vehicles as requested by the customer. Examples are vehicles purchased with RICO and JEF funds.
- 6.2.3** Use of the ESD motor pools located at the Downtown or Mesa service sites.
- 6.2.4** Provision of special services on a requested basis. Examples are window tinting, detailing, and special painting.

- 6.2.5** Installation of required special parts that are not a part of routine maintenance and repair. Examples are additional tool-boxes, sirens, special lights, or light-bars.
- 6.2.5** Repair of abuse/damage to fleet units under the control of the customer. This includes field repair of abuse/damage and the reporting of abuse/damage to the fleet administrator.
- 6.2.6** Annual safety inspections of all aerial, platform, and bucket trucks for apparatus compliance to State regulations, if requested.

7. BASIC AND ADDITIONAL SERVICE LEVEL COSTS

7.1 COSTS

The estimated/projected costs for budgeting are based on the actual historical usage by the customer. Cost of a particular class of vehicle is based on the average operated by Maricopa County in that given class of equipment

7.2 ADDITIONAL SERVICES

The costs are based on the real costs of each service as performed. The costs are charged back to the customer as direct charges. Each service will have a cost per unit time or occurrence. The customer shall determine, based on historical data provided by ESD, the amount of Additional Services they require. The department can monitor charges through billing and LGFS reports. Additional Services shall be approved as a separate item in the customers' budget and shall be over and above the historical usage.

8. REPORTING REQUIREMENTS

ESD shall provide the customer with accurate fleet management reports that reflect the actual cost of providing services. The standard report is the fsr1050, Billing Report. This report indicates the monthly totals (by vehicle) for all categories of services and will be sent to the fleet administrator or his/her designee.

The fsr1050 report is also available, upon request, with the details of individual charges. Year-to-date reports may also be requested as well as a variety of other reports for more specific information.

APPENDIX B

If vehicle/equipment has either an hour meter or an odometer disregard the MONTHS

PM SCHEDULE #1 - CARS, LT. DUTY TRUCKS 1 TON AND SMALLER

MILES	MILES	MILES
A-4,000	B-16,000	C-32,000

PM SCHEDULE #2 - TRUCKS & VANS (6.2, 6.5, 7.3 Engines)

MILES	MILES	MILES
A-4,000	B-16,000	C-32,000

PM SCHEDULE #3 - TWO TON & LARGER TRUCKS

MILES	MILES	MILES
A-6,000	B-18,000	C-54,000

PM SCHEDULE #4 - TRACTORS & OFF ROAD EQUIPMENT

HOURS	HOURS	HOURS	HOURS	MONTHS	MONTHS
A - 140	B - 560	C - 1100		A - 6	B - 12

PM SCHEDULE #5 - ATV, SCOOTER, BOAT, MOTORCYCLE, TOWED WELDER

HOURS	HOURS	HOURS	HOURS	MONTHS	MONTHS
		B - 50	C - 200	B - 6	C - 12

PM SCHEDULE #6 - RIDING LAWN MOWERS

HOURS	HOURS	HOURS	MONTHS	MONTHS
A - 50	B - 500	C - 1000	A - 6	B - 12

PM SCHEDULE #7 - WAREHOUSE SWEEPERS & FORKLIFTS

HOURS	HOURS	HOURS	MONTHS	MONTHS
A - 100	B - 500	C - 1,000	A - 6	B - 12

PM SCHEDULE #8 - CEMENT MIXERS, UTILITY TRAILERS, CRACK SEALER

MONTHS	MONTHS
A - 6	B - 12

ELECT. CARTS

A - 2	B - 12
-------	--------

APPENDIX B, continued

PM SCHEDULE #9 - 10 TON AND LARGER TRAILERS

MONTHS	MONTHS
B - 6	

PM SCHEDULE #10 - STATIONARY GENERATORS

		MONTHS	MONTHS
B - 250	A - 6	B - 12	

For Stationary Generators the "A" designates an Electrical check of the Generator equipment by the contract vendor, the "B" designates Engine oil, oil filters, fuel filters, changed by ESD. At the "B" the Generator will be LOAD CHECKED, and the Electrical SwitchGear checked, by the Contract Vendor.

PM SCHEDULE #11 - CARS, LT. DUTY TRUCKS REQUIRING 60,000 MILE TUNE-UP

MILES	MILES	MILES
A-4,000	B-16,000	C-64,000

PM SCHEDULE #12 - CARS, LT. DUTY TRUCKS WITH 100,000 MILE TUNE-UP

MILES	MILES	MILES
A-4,000	B-16,000	C-96,000

The preventive maintenance schedules are subject to change as dictated by the oil samples that are monitored and by the manufacturer's recommendations.